

NHTSA car standards study

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In the study, NHTSA says its responsibility to improve safety is justified by the annual loss of 47,000 lives and the millions of injuries suffered in motor vehicle accidents. NHTSA estimates the average consumer cost for safety features in 1978 cars is about \$250—approximately 1/2 the amount claimed by some auto makers. This figure includes manufacturer and dealer profit, with the average new car buyer spending 3 to 4 times as much for comfort and convenience options such as air conditioners and vinyl roofs. NHTSA states that safety features make up only about 5% of the total purchase price of a car.

Consumers may obtain a free copy of the study by writing or calling Barry Felrice, National Highway Traffic Safety Administration, Washington, DC 20590; telephone 202-426-1560.

Details—*Federal Register*: July 24, page 32007. Send comments to Docket Section, National Highway Traffic Safety Administration, Washington, DC 20590. Refer to docket number 78-11.

Insulation

Federal Trade Commission's (FTC) Bureau of Consumer Protection has published a staff report on the labeling and advertising of home insulation. The report covers proposed regulations and is written in "plain English." Copies may be obtained from the Public Reference Branch, Room 130, Federal Trade Commission, Washington, DC 20580.

A report by an FTC official who presided over the proposed rule hearings was expected at CONSUMER REGISTER's prestime. Consumers will have 30 days to comment on both the staff and presiding officer's reports after which the 5-member commission will decide on a final rule. The presiding officer's report may also be obtained from the Public Reference Branch at the above address.

Comments on either report should be identified as "Comment on Staff and Presiding Officer Reports—Insulation TRR," and addressed to the Secretary, Federal Trade Commission, Washington, DC 20580. Unless otherwise announced, Sept. 14 will be final comment date on both reports.

Details—*Federal Register*: July 25, page 32142. CONSUMER REGISTER: Dec. 1, 1977. For further information contact Kent Howerton, 202-724-1514, William Rothbard, 202-724-1475, or Paul Petrucci, 202-724-1508.

Mexican ducks

Interior Dept's Fish and Wildlife Service has issued a final rule removing the Mexican duck (diazi) from the endangered species list. The proposed duck deregulation was supported by Arizona, New Mexico and Texas and becomes effective Aug. 24.

Fish and Wildlife estimates that "there is only a very remote possibility (perhaps one in 10,000 or 100,000) of finding a genotypically pure Mexican duck in the US or northern Chihuahua, Mexico. Such individuals would only be the result of chance recombination of genes from non-genotypically pure parents. The interbreeding between the common mallard and the Mexican duck has, by all reliable estimates, been taking

place for many hundreds if not thousands of years." Pure populations of diazi are found only in the central highlands of Mexico. As the Service notes in its comments, "... positive identifications of 'Mexican ducks' in the US are not possible unless the birds are in hand ..."

Details—*Federal Register*: July 25, page 32258.

Alternative mortgages

Oct. 1 is deadline for comments on **Federal Home Loan Bank Board's (FHLBB)** proposed regulations for "alternative mortgage instruments" (AMIs). The proposals would authorize 4 new mortgage types for use by Federal savings and loan associations in some states. The proposed AMIs are (1) variable rate mortgage, (2) rollover mortgage, (3) graduated payment mortgage, and (4) reverse annuity mortgage. The FHLBB believes these are a necessary addition to the standard fixed-rate, fixed-payment mortgage, and provide more flexibility for both present homeowners and potential buyers.

The regulations would require that a prospective buyer be shown a comparison between the AMI of interest to him or her and a comparable standard mortgage. The comparison must indicate rates, other terms and examples of payment schedules in a "worst case" situation. Each borrower must be given the option of choosing a fixed-payment mortgage instead of an AMI.

The following illustrates the different alternatives and how they would operate:

- **VARIABLE-RATE MORTGAGE**—The interest rate is tied to a reference index which reflects changes in market interest rates. The maximum amount of change (up or down) would be .05% a year, with a maximum increase of 2.5% for the loan duration. Thus, at settlement time, the buyer could not be sure exactly what the future payments would be but would know the general range they would fall in.

- **ROLLOVER MORTGAGE**—This is a long-term loan refinanced at regularly scheduled intervals, spaced at least 3 years apart. This is similar to standard refinancing; however, the homeowner would not be charged the usual refinancing costs but also would not have the option of refinancing when interest rates were advantageous.

- **GRADUATED PAYMENT MORTGAGE**—Payments begin at a lower level than the standard mortgage and gradually rise until a predetermined point is reached after which the payments remain constant. The graduation period, rate of increase, and interest rate are fixed when the loan is taken out. Under this method, young home buyers could start out with lower mortgage payments which would go up as their incomes increased.

- **REVERSE-ANNUITY MORTGAGE**—This provides periodic payments to homeowners based on accumulated equity. Payments are made directly by the lender or through purchase of annuity. This mortgage would help older people get a return on their major investment—usually their home.

This outline does not cover fine points of the proposed alternatives nor does it deal with regulations regarding the lending institutions. We urge interested consumers to contact Nancy Feldman, Federal Home Loan Bank Board, Washington, DC 20552; telephone 202-377-6443.

Details—*Federal Register*: July 31, page 33254. Send comments to Secretary, Federal Home Loan Bank Board, Washington, DC 20552.

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Food safety policy meeting

Aug. 31 is deadline for comments on or requests to speak at a public meeting on Sept. 7 in Washington, DC. The meeting is sponsored by the Food and Drug Administration (FDA) and the National Academy of Sciences/Institute of Medicine (NAS/IOM) Committee for a Study on Saccharin and Food Safety Policy. Commenters or participants are asked to address the issue of current food safety statutes and policies.

The NAS/IOM Committee is interested in learning what consumers feel is appropriate, what should be changed, and what consideration should be given to the benefits of additives and preservatives in food products. This is not primarily a meeting to discuss the saccharin issue, since the Committee has already held a June 19 public meeting for such a discussion.

The Sept. 7 meeting will be held from 9 a.m. to 4:30 p.m. at the National Academy of Sciences Building, 2101 Constitution Avenue NW, Washington, DC 20418. Comments or requests to speak should be sent to the Hearing Clerk (HFA-305), Food and Drug Administration, Room 4-65, Rockville, MD 20857.

Details—*Federal Register*: Aug. 1, page 33822. For more information write or call Knut Ringen, National Academy of Sciences, Washington, DC 20418; telephone 202-389-6854.

Transportation for handicapped

Oct. 20 is deadline for comments on Transportation Dept.'s proposed regulations implementing the Rehabilitation Act of 1973. The proposals deal with providing handicapped and elderly persons access to mass transportation facilities and services.

Transportation is particularly interested in receiving public comment on:

- **COMPLIANCE DEADLINE**—Transportation is proposing a single deadline on the final regulations and using a 12-year compliance period only to illustrate cost involved. Twenty- and 30-year compliance deadlines are also being considered and the agency is seeking comment on these alternatives. Those commenting should remember that extending the deadline will prolong the period during which interim accessible transportation must be available.

- **TRANSIT ALTERNATIVES AND SUBSTITUTES**—Transportation is considering a voucher system providing subsidized taxi rides, with lift or ramp equipped vans supplementing taxis where needed. Also being considered is the substitution of a bus system for trains if the routes run parallel and buses are accessible to those unable to manage steps. Comment is specifically invited on these alternatives. Those comments directed towards alternatives should consider relative benefits and costs; those directed towards substitute service should, if possible, address levels, frequency and standards for such services that should or must be required.

- **AIRPORTS**—Operators of terminals handling 10,000 or more passengers a year must make provisions for assisting the handicapped. Commenters should respond to the reasonableness of this number.

- **TRAIN STATIONS**—When extensive structural changes are necessary to make facilities available to handicapped persons, a transition plan must be submitted to the Federal Railroad Administration (FRA) within one year. Changes must be made as soon as practicable but no later than 5 years. FRA may exempt a maximum of 10% of existing stations which are not heavily used. Comments are needed on the percentage of stations which should be exempted and the criteria used to evaluate such requests.

- **RAIL PASSENGER SERVICE**—Amtrak is not required to provide service for the handicapped in any of its 150 unmanned stations. Transportation asks if Amtrak should be required to develop a plan for on-call staffing of these stations.

- **BUSES**—Under the Urban Mass Transportation Act new standard full-sized urban transit buses purchased after Oct. 1, 1979 with Federal funds must be low-floor, ramped Transbuses accessible to wheelchair users. Transportation invites comment on whether new buses purchased before Transbus be accessible and on the definition of "comparable accessible service."

Transportation will hold 5 public hearings on the proposed rules. Although hearing dates and locations have just been published, requests to speak must be received by Aug. 18, which is too late for our readers to respond. For those wishing to attend the hearings as observers, dates and places are listed below. All hearings begin at 9 a.m., are accessible to wheelchairs, and interpreters for the deaf will be present.

Sept. 7 (also Sept. 8, if necessary)
Police Headquarters
Police Plaza (Chamber and Center Streets)
New York, NY

Sept. 11
McCormick Inn
2300 S. Lake Shore Drive
Chicago, IL

Sept. 13
Executive Tower Inn
1405 Curtis
Denver, CO

Sept. 15
Claremont Hotel
Ashby and Domingo Avenue
Oakland, CA

Sept. 19 (also Sept. 20, if necessary)
Health, Education, and Welfare Department
330 Independence Avenue, SW
Washington, DC

Details—*Federal Register*: Aug. 3, page 34171; July 17, page 30585; June 8, page 25016. Send comments to Docket Clerk, Docket No. 56, Transportation Dept., 10100 Nassiff Building, 400 7th St., SW, Washington, DC 20590. For further information write or call Richard Clark, Office of General Counsel, Regulation and Enforcement, Transportation Dept., Washington, DC 20590; 202-426-4723.

This listing, prepared by Lou Cook, is intended only as summary coverage of selected *Federal Register* items deemed of particular interest to consumers, and it does not affect the legal status or effect of any document required or authorized to be published pursuant to Section 5 of Federal Register Act as amended, 44 U.S.C. 1505. *Federal Register* is published Monday through Friday (except Federal Government holidays) by Office of the Federal Register, National Archives and Records Service, General Services Administration. Subscription is \$5 a month or \$50 a year and may be ordered from Superintendent of Documents, Government Printing Office, Washington, DC 20402. Superintendent also sells copies of *Federal Register* for 75¢ each. Copies of *Federal Register* may be available in depository libraries.

No-fault defeated again

The House Interstate and Foreign Commerce Committee has voted 22 to 19 against reporting out a no-fault automobile insurance bill. This means the measure is dead for this session of Congress.

Esther Peterson, Special Assistant to the President for Consumer Affairs, calls the defeat a "real loss for consumers" but expects a similar bill will be reintroduced—and legislation enacted.

Aluminum wiring and the hotline

Consumer Product Safety Commission's (CPSC) consumer hotline received the largest volume of calls in its 5-year history during the month of June. CPSC estimates that 80% of the record, 15,000 calls came from consumers who wanted more information about faulty aluminum wiring causing home fires. Ordinarily the hotline receives about 6,000 calls per month. More telephones are being installed to handle the extra calls. [See CONSUMER NEWS July 1, April 15 and March 1 for background stories on aluminum wiring.]

Consumers can still get a free copy of *Do You Have an Electrical System with Aluminum Wiring?* by writing to Publications, Consumer Product Safety Commission, 5401 Westbard Ave., Bethesda, MD 20207. Or call CPSC's popular toll-free hotline: 800-638-2666; Maryland residents only call 800-494-2937.

Government manual

The 1978/79 edition of the *US Government Manual* may be purchased for \$6.50 through the Superintendent of Documents, Government Printing Office, Washington, DC 20402.

Down-filled products

Federal Trade Commission's (FTC) Denver Regional Office has opened a formal investigation of the \$500 million a year down products industry. Preliminary information received by that office indicates that many down products are mislabeled as to their filling contents and that some products labeled as "down" contain little or no down.

Down is the soft, fluffy undercoating of any waterfowl—usually geese or ducks. It is highly prized for its excellent insulating qualities and light weight in products such as parkas and sleeping bags.

FTC wants to find out if deceptive practices are prevalent in the sale of down products and, if so, to put an end to them. The regional office will use the 1971 "Guides for the Feather and Down Products Industry" in determining whether down products are fairly advertised, labeled and sold. These guides require that products labeled or advertised as "down" contain at least 80% down. The other 20% may be waterfowl feathers and only a small amount of non-waterfowl feathers and residue.

In the meantime, what can consumers do to make sure they are buying accurately labeled down products? Unfortunately, FTC says consumers are somewhat vulnerable in this area because they are unable to test the contents of the product either before or after the purchase. And they don't always get what they pay for. However, if a "down" jacket is offered for sale for \$11.99, chances are there is little or no down in that jacket. (*Mariah, the Complete Outdoor Magazine*, says in its August-September issue that a pound of down today sells for between \$26 and \$35, depending on type and quality, and "the ground has been fertile for abuse since the popularity of down-filled clothing boomed in the early 1970s.")

In conducting its investigation, FTC's Denver office has notified more than 200 importers, manufacturers, processors and retailers of feather and down products of the "consequences of engaging in conduct that the Commission has found to be unlawful in prior decisions." Along with the notice FTC sent copies of prior decisions on the illegality of (1) falsely representing the filling contents of feather and down products, (2) falsely affixing inaccurate labels concerning filling contents of such products, (3) misrepresenting filling contents in advertising, and (4) failing to disclose when used or second-hand filling materials are used in those products.

For a copy of FTC's "Guides for the Feather and Down Products Industry" and other available information, write or call Federal Trade Commission, Denver Regional Office, Denver, CO 80202; telephone 303-837-2271.

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Department of Health,
Education, and Welfare

directory of federal consumer offices

A supplement to Consumer News

August 1978

This directory updates and replaces the *Guide to Federal Consumer Services* and was compiled by the Consumer Information Center of the General Services Administration and the U.S. Office of Consumer Affairs of the Department of Health, Education, and Welfare. It is published as a supplement to CONSUMER NEWS, the twice-monthly newsletter of the U.S. Office of Consumer Affairs. Single copies of this directory are available free from the Consumer Information Center, Pueblo, CO 81009. Multiple copies may be obtained free from CONSUMER NEWS, U.S. Office of Consumer Affairs, 621 Reporters Bldg., Washington, DC 20201; telephone 202-755-8830. Boldface directory entries indicate toll-free telephone numbers.

ADVERTISING

Director, Bureau of Consumer Protection,
Federal Trade Commission, Washington, DC
20580; phone 202-523-3727.

AIR TRAVEL/ROUTES AND SERVICE

Director, Office of Consumer Protection, Civil
Aeronautics Board, Washington, DC 20423;
phone 202-673-5937.

AIR TRAVEL/SAFETY

For general information contact the Communi-
ty and Consumer Liaison Division, Federal
Aviation Administration, APA-430, Washing-
ton, DC 20591; phone 202-426-8058. For
specific safety problems contact the above
office marking correspondence APA-100;
phone 202-426-1960.

ALCOHOL

Chief, Trade and Consumer Affairs Division,
Bureau of Alcohol, Tobacco, and Firearms,
Department of the Treasury, Washington, DC
20226; phone 202-566-7581.

ALCOHOLISM, DRUG ABUSE AND MENTAL ILLNESS

Office of Public Affairs, Alcohol, Drug Abuse
and Mental Health Service, 5600 Fishers Lane,
Rockville, MD 20857; phone 301-443-3783.

ANTITRUST

Bureau of Competition, Federal Trade Com-
mission, Washington, DC 20580; phone 202-
523-3601.

Consumer Affairs Section, Antitrust Division,
Justice Department, Washington, DC 20530;
phone 202-739-4173.

AUTO SAFETY AND HIGHWAYS

Director, Office of Public and Consumer
Affairs, Transportation Department, Washing-
ton, DC 20590; phone 202-426-4518.

National Highway Traffic Safety Administra-
tion; toll-free hotline 800-424-9393. In Wash-
ington, DC call 426-0123.

Associate Administrator for Planning, Federal
Highway Administration, Washington, DC
20590; phone 202-426-0585.

BANKS

Federal Credit Unions

National Credit Union Administration, Wash-
ington, DC 20456; phone 202-254-8760.

Federally Insured Savings and Loans

Consumer Division, Office of Community In-
vestment, Federal Home Loan Bank Board,
Washington, DC 20552; phone 202-377-6237.

Federal Reserve Banks

Office of Saver and Consumer Affairs, Federal
Reserve System, Washington, DC 20551;
phone 202-452-3000.

National Banks

Consumer Affairs, Office of the Comptroller of
the Currency, Washington, DC 20219; phone
202-447-1600.

State Chartered Banks

Office of Bank Customer Affairs, Federal
Deposit Insurance Corporation, Washington,
DC 20429; phone 202-389-4427.

SUBSCRIPTION INFORMATION

CONSUMER NEWS, published twice a month by the U.S. Office of Consumer Affairs, highlights consumer activities of Federal agencies and explains Government consumer proposals and how consumers may comment on these proposals. A one year subscription costs \$6.00. Make checks payable to Superintendent of Documents. Allow six to eight weeks for arrival of first issue.

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Dept. 016F
Pueblo, CO 81009

BOATING

Chief, Information and Administrative Staff,
US Coast Guard, Washington, DC 20590;
phone 202-426-1080.

BUS TRAVEL

Consumer Affairs Office, Interstate Commerce
Commission, Washington, DC 20423; phone
202-275-7252.

BUSINESS

Office of the Ombudsman, Department of
Commerce, Washington, DC 20230; phone
202-377-3176.

Director, Women-in-Business and Consumer
Affairs, Small Business Administration, 1441 L
St., NW, Washington, DC 20416; phone
202-653-6074.

CHILD ABUSE

National Center on Child Abuse and Neglect,
PO Box 1182, Washington, DC 20013; phone
202-755-0593.

CHILDHOOD IMMUNIZATION

Office of the Assistant Secretary for Health,
Office of Public Affairs, Washington, DC
20201; phone 202-472-5663.

CHILDREN AND YOUTH

Director of Public Affairs, Office of Human
Development Services, Department of Health,
Education, and Welfare, Washington, DC
20201; phone 202-472-7257.

COMMODITY TRADING

Consumer Hotline, Commodity Futures Trading
Commission, 2033 K Street, NW, Wash-
ington, DC 20581; toll-free hotline in Cali-
fornia and states east of the Mississippi,
800-424-9838; states west of the Mississippi
except California, 800-227-4428. In Washing-
ton, DC call 254-8630.

CONSUMER INFORMATION

For a copy of the free *Consumer Information
Catalog*, a listing of more than 200 selected
Federal consumer publications on such topics
as child care, automobiles, health, employ-
ment, housing, energy, etc., send a postcard
to the Consumer Information Center, Pueblo,
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CREDIT

Director, Bureau of Consumer Protection,
Federal Trade Commission, Washington, DC
20850; phone 202-523-3727.

CRIME INSURANCE

Federal Crime Insurance, Department of
Housing and Urban Development, PO Box
41033, Washington, DC 20014; toll-free hotline
800-638-8780. In Washington, DC call 652-
2637.

CUSTOMS

Public Information Division, US Customs,
Washington, DC 20229; phone 202-566-8195.

DISCRIMINATION

US Commission on Civil Rights, 1121 Vermont
Avenue, Washington, DC 20425; phone 202-
254-6697.

Equal Employment Opportunity Commission,
2401 E St., NW, Washington, DC 20506;
phone 202-634-6930.

For complaints about discrimination in lending
practices by financial and retail institutions
based on race, color, religion, national origin,
sex, marital status, age, or receipt of public
assistance, contact the Housing and Credit
Section, Civil Rights Division, Justice Depart-
ment, Washington, DC 20530; phone 202-739-
4123. (Also see HOUSING)

RADIO AND TELEVISION BROADCASTING/ INTERFERENCE

Consumer Assistance Office, Federal Communications Commission, Washington, DC 20554; phone 202-632-7000.

RUNAWAY CHILDREN

The National Runaway Hotline; toll-free 800-621-4000. In Illinois call 800-972-6004.

SMOKING

Office on Smoking and Health, 12420 Parklawn Drive, Room 158 Park Building, Rockville, MD 20852; phone 301-443-1575.

SOCIAL SECURITY

Check your local phone directory under US government. If there is no listing check at your local post office for the schedule of visits by Social Security representatives, or write: Division of Public Inquiries, Social Security Administration, 6401 Security Boulevard, Baltimore, MD 21235; phone 301-594-7705.

SOLAR HEATING

National Solar Heating and Cooling Information Center, PO Box 1607, Rockville, MD 20850; toll-free hotline is 800-523-2929. In Pennsylvania, call 800-462-4983.

STOCKS AND BONDS

Consumer Liaison Office, Securities and Exchange Commission, Washington, DC 20549; phone 202-523-5516.

TAXES

The Internal Revenue Service (IRS) toll-free tax information number is listed in your tax package and is generally listed in your local telephone directory. If you cannot locate the number, call your information operator for the number for your area. If you wish to write, send the letter to your IRS District Director. Problem Resolution Program (PRP). Offices have been established in each district to solve

unique problems and complaints which have not been satisfied through normal channels. Taxpayers may call the toll-free number and ask for the PRP Office.

TRAIN TRAVEL

AMTRAK (National Railroad Passenger Corp.) For consumer problems first try to contact a local AMTRAK consumer relations office listed in your phone directory. If there is not an office near you contact AMTRAK, Office of Consumer Relations, PO Box 2709, Washington, DC 20013; phone 202-383-2121.

TRAVEL INFORMATION

US Travel Service, Department of Commerce, Washington, DC 20230; phone 202-377-4553.

VENEREAL DISEASE

VD toll-free hotline 800-523-1885. In Pennsylvania call 800-462-4966.

VETERANS' INFORMATION

The Veterans Administration has toll-free numbers in all 50 states. Check your local phone directory, or call 800-555-1212 for toll-free directory assistance. For problems that can't be handled through local offices, write Veterans Administration, (271), 810 Vermont Avenue, NW, Washington, DC 20420.

WAGES AND WORKING CONDITIONS

Employment Standards Administration, Department of Labor, Washington, DC 20210; phone 202-523-8743.

WARRANTIES

For a problem involving the failure of a seller to honor a warranty, contact the Division of Special Statutes, Federal Trade Commission, Washington, DC 20580; phone 202-724-1100. Or you may contact the FTC regional office nearest you. They are listed in your telephone directory under US Government.

JOB SAFETY

Office of Information, Occupational Safety and Health Administration, Department of Labor, Washington, DC 20210; phone 202-523-8151.

MAIL

Fraud

Check with your local postal inspector about problems relating to mail fraud and undelivered merchandise or contact the Chief Postal Inspector, US Postal Inspection Service, Washington, DC 20260; phone 202-245-5445. (For a listing of regional postal inspectors see CONSUMER NEWS July 15, 1977)

Service

Check with your local postmaster or contact the Consumer Advocate, US Postal Service, Room 5920, Washington, DC 20260; phone 202-245-4514.

MAPS

Public Inquiries Office, Geological Survey, National Center, Reston, VA 22092; phone 703-860-6167.

MEDICAID/MEDICARE

Health Care Financing Administration, Department of Health, Education, and Welfare, Washington, DC 20201; phone 202-245-0312.

MEDICAL RESEARCH

Division of Public Information, National Institutes of Health, 9000 Rockville Pike, Bethesda, MD 20014; phone 301-496-5787.

Center for Disease Control, Attention, Public Inquiries, Atlanta, GA 30333; phone 404-653-3311, ext 3534.

MENTAL ILLNESS

(See ALCOHOLISM, DRUG ABUSE AND MENTAL ILLNESS)

METRIC INFORMATION

(See ENERGY EFFICIENCY, National Bureau of Standards)

MOVING

Interstate Commerce Commission; Washington, DC 20423; toll-free moving hotline 800-424-9312. In Florida call 800-432-4537. In Washington, DC call 275-7852.

PARKS AND RECREATION AREAS

National Forests

Forest Service, US Department of Agriculture, Washington, DC 20250; phone 202-447-3760.

National Parks and Historic Sites

National Park Service, Washington, DC 20240; phone 202-343-7394.

Recreation Areas on Army Corps of Engineers Project Sites

Recreation Resource Management Branch (CWO-R), Army Corps of Engineers, Washington, DC 20314; phone 202-693-7177.

Other Recreation Areas

Office of Public Affairs, Department of the Interior, Washington, DC 20240; phone 202-343-3171.

PASSPORTS

For passport information check with your local post office or contact the Passport Office, Department of State, 1425 K St., NW, Washington, DC 20524; phone 202-783-8200.

PATENTS AND TRADEMARKS

Patents

Commissioner, Patent Office, Department of Commerce, Washington, DC 20231; phone 703-557-3080.

Trademarks

Commissioner, Trademark Office, Department of Commerce, Washington, DC 20231; phone 703-557-3268.

PENSIONS

Office of Communications, Pension Benefit Guaranty Corporation, 2020 K Street, NW, Washington, DC 20006; phone 202-254-4817.

Labor Management Standards Administration, Department of Labor, Washington, DC 20210; phone 202-523-8776.

PHYSICAL FITNESS/SPORTS

President's Council on Physical Fitness and Sports, 400 6th St., SW, Washington, DC 20201; phone 202-755-8131.

PRODUCT SAFETY

Consumer Product Safety Commission, Consumer Services Branch, Washington, DC 20207; toll-free hotline 800-638-2666. In Maryland call 800-492-2937.

DRUGS AND COSMETICS

Consumer Inquiry Section, Food and Drug Administration, 5600 Fishers Lane, Rockville, MD 20852; phone 301-443-3170.

EDUCATION GRANTS AND LOANS

Office of Public Affairs, Office of Education, Washington, DC 20202; phone 202-245-7949. Toll-free hotline for Basic Education Opportunity Grants, 800-638-6700. In Maryland, call 800-492-6602.

ELDERLY

Administration on Aging, Washington, DC 20201; phone 202-245-2158.

EMPLOYMENT AND JOB TRAINING

Since nearly all employment and training programs are handled at the state or local levels, check your phone directory under your state government for the Employment Service or under your local government for the mayor's office. If you cannot reach these sources, you can obtain general information by writing to the Employment and Training Administration, Department of Labor, Washington, DC 20213; phone 202-376-6905.

ENERGY

Director, Office of Consumer Affairs, Department of Energy, Washington, DC 20585; phone 202-252-5141.

ENERGY EFFICIENCY

Information Office, National Bureau of Standards, Washington, DC 20234; phone 301-921-3181.

ENVIRONMENT

Office of Public Awareness, Environmental Protection Agency, Washington, DC 20460; phone 202-755-0700.

FEDERAL JOB INFORMATION

Check for the Federal Job Information Center under the US Government in your phone directory. If there is no listing, call toll-free directory assistance at 800-555-1212, and ask for the number of the Federal Job Information Center in your state. In the Washington, DC metropolitan area contact the Civil Service Commission, 1900 E Street, NW, Washington, DC 20415; phone 202-737-9616.

FEDERAL REGULATIONS

For information on Federal regulations and proposals, the Office of the Federal Register (OFR) is offering, among other services, recorded "Dial-a-Reg" phone messages. Dial-a-Reg gives advance information on significant documents to be published in the *Federal Register* the following work day. The service is

currently available in three cities: Washington, DC telephone 202-523-5022; Chicago telephone 312-663-0884; and Los Angeles telephone 212-688-6694.

FIREARMS

(See ALCOHOL)

FISH GRADING

National Marine Fisheries Service, Department of Commerce, Washington, DC 20235; phone 202-634-7458.

FISH AND WILDLIFE

Fish and Wildlife Service, Office of Public Affairs, Washington, DC 20240; phone 202-343-5634.

FLOOD INSURANCE

National Flood Insurance, Department of Housing and Urban Development, Washington DC 20410; toll-free hotline 800-424-8872. In Washington, DC call 755-9096.

FOOD

Assistant Secretary for Food and Consumer Services, US Department of Agriculture, Washington, DC 20250; phone 202-447-4623.

Consumer Inquiry Section, Food and Drug Administration, 5600 Fishers Lane, Rockville, MD 20852; phone 301-443-3170.

FRAUD

Director, Bureau of Consumer Protection, Federal Trade Commission, Washington, DC 20580; phone 202-523-3727.

HANDICAPPED

Director, Division of Public Information, Office of Human Development Services, Department of Health, Education, and Welfare, Washington, DC 20201; phone 202-472-7257.

HOUSING

Department of Housing and Urban Development, Division of Consumer Complaints, Washington, DC 20410; phone 202-755-5353.

For complaints about housing discrimination call the housing discrimination hotline 800-424-8590. In Washington, DC call 755-5490.

IMMIGRATION AND NATURALIZATION

Information Services, Immigration and Naturalization Service, 425 Eye St., NW, Washington, DC 20536; phone 202-376-8449.

INDIAN ARTS AND CRAFTS

Indian Arts and Crafts Board, Washington, DC 20240; phone 202-343-2773.

For more information

If you have questions about any program or agency in the Federal Government, you may want to call the Federal Information Center (FIC) nearest you. FIC staffs are prepared to help consumers find needed information or locate the right agency—usually Federal, but sometimes state or local—for help with problems. Each city listed below has an FIC or a tieline—a toll-free local number connecting to an FIC elsewhere. Local listings printed in *italics* are tielines to the nearest FIC.

ALABAMA
Birmingham 205-322-8591
Mobile 205-438-1421

ARIZONA
Phoenix 602-261-3313
Tucson 602-622-1511

ARKANSAS
Little Rock 501-378-6177

CALIFORNIA
Los Angeles 213-688-3800
Sacramento 916-440-3344
San Diego 714-293-6030
San Francisco 415-556-6600
San Jose 408-275-7422
Santa Ana 714-836-2386

COLORADO
Colorado Springs 303-471-9491
Denver 303-837-3602
Pueblo 303-544-9523

CONNECTICUT
Hartford 203-527-2617
New Haven 203-624-4720

DISTRICT OF COLUMBIA
Washington 202-755-8660

FLORIDA
Fort Lauderdale 305-522-8531
Jacksonville 904-354-4756
Miami 305-350-4155
Orlando 305-422-1800
St. Petersburg 813-893-3495
Tampa 813-229-7911
West Palm Beach 305-833-7566

GEORGIA
Atlanta 404-221-6891

HAWAII
Honolulu 808-546-8620

ILLINOIS
Chicago 312-353-4242

INDIANA
Gary/Hammond 219-883-4110
Indianapolis 317-269-7373

IOWA
Des Moines 515-284-4448

KANSAS
Topeka 913-295-2866
Wichita 316-263-6931

KENTUCKY
Louisville 502-582-6261

LOUISIANA
New Orleans 504-589-6696

MARYLAND
Baltimore 301-962-4980

MASSACHUSETTS
Boston 617-223-7121

MICHIGAN
Detroit 313-226-7016
Grand Rapids 616-451-2628

MINNESOTA
Minneapolis 612-725-2073

MISSOURI
Kansas City 816-374-2466
St. Joseph 816-233-8206
St. Louis 314-425-4106

NEBRASKA
Omaha 402-221-3353

NEW JERSEY
Newark 201-645-3600
Paterson/Passaic 201-523-0717
Trenton 609-396-4400

NEW MEXICO
Albuquerque 505-766-3091
Santa Fe 505-983-7743

NEW YORK
Albany 518-463-4421
Buffalo 716-846-4010
New York 212-264-4464
Rochester 716-546-5075
Syracuse 315-476-8545

NORTH CAROLINA
Charlotte 704-376-3600

OHIO
Akron 216-375-5638
Cincinnati 513-684-2801
Cleveland 216-522-4040
Columbus 614-221-1014
Dayton 513-223-7377
Toledo 419-241-3223

OKLAHOMA
Oklahoma City 405-231-4868
Tulsa 918-584-4193

OREGON
Portland 503-221-2222

PENNSYLVANIA
Allentown/Bethlehem 215-821-7785
Philadelphia 215-597-7042
Pittsburgh 412-644-3456
Scranton 717-346-7081

RHODE ISLAND
Providence 401-331-5565

TENNESSEE
Chattanooga 615-265-8231
Memphis 901-521-3285
Nashville 615-242-5056

TEXAS
Austin 512-472-5494
Dallas 214-749-2131
Fort Worth 817-334-3624
Houston 713-226-5711
San Antonio 512-224-4471

UTAH
Ogden 801-399-1347
Salt Lake City 801-524-5353

VIRGINIA
Newport News 804-244-0480
Norfolk 804-441-6723
Richmond 804-643-4928
Roanoke 703-982-8591

WASHINGTON
Seattle 206-442-0570
Tacoma 206-383-5230

WISCONSIN
Milwaukee 414-271-2273

